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ABSTRACT

The objective of this project was to develop a center for the employment of severely disabled and older workers in a competitive industrial environment. Patterned after a similar center in the state of New York, Abilities Inc. of Florida adopted the specific purposes of: (1) providing a continuing basis of employment for severely disabled and aged, workers, (2) providing vocational training and work adjustment training for severely disabled and aged workers who might enter competitive employment following such training, (3) providing clinical training for rehabilitation personnel, and (4) stimulating the employment of severely disabled and older workers through demonstration techniques. Abilities, Inc. is carefully geared to the geographic and economic conditions of their setting. Since the program is job oriented, no therapy or treatment is administered during working hours so that employees work a standard industrial day and produce products competitive with similar industries. Employees receive prevailing wages and standard benefits. Moreover, in addition to placing employees in existing jobs, Abilities is working to reeducate the community so that new jobs for the disabled may be developed. (JS)

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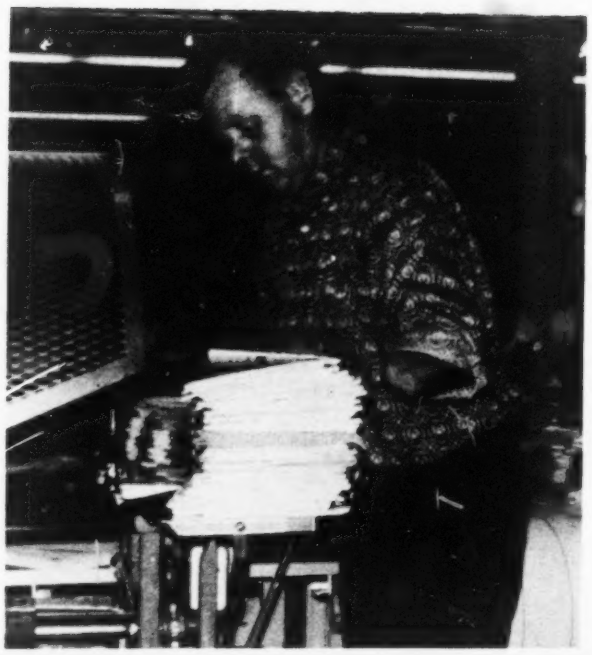
abilities inc. of florida

Employment of the Physically Handicapped in a Competitive Industrial Environment

VT 013440

Sponsored By The Vocational Rehabilitation Administration

Project RD-493



An arm amputee —
(operating tying machine)
in Abilities
Mailing Division

Its Ability that Counts . . . .

A severely disabled worker with amputated fingers solders a connector to rigid specifications as the general manager, a post-polio, and the plant manager, a cardiac, instructs her.

A

A paraplegic trainee, confined to a wheelchair, learns to solder precision components. Upon graduation she will be placed in Abilities Inc. of Florida or local industry

An Arrested Tuberculosis, (two lobes of right lung removed) worker previously unemployed, connects miniature components to industrial standards during a full work week. The general manager and plant manager, both disabled, look on.

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EMPLOYMENT
OF THE
PHYSICALLY HANDICAPPED
IN A
COMPETITIVE INDUSTRIAL ENVIRONMENT

Abilities Inc. of Florida

This investigation was supported in part, by a demonstration grant (No. RD 493) from the Vocational Rehabilitation Administration, Department of Health, Education, and Welfare, Washington, D.C.

Clearwater, Florida
1966

ABILITIES INC. OF FLORIDA

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Chapter 1

PHILOSOPHY

The objective of the project was to develop a center for the employment of severely disabled and older workers in a competitive industrial environment for the purpose of: (1) providing a continuing basis of employment for severely disabled and aged workers: (2) providing vocational training and work adjustment training for severely disabled and aged workers who might enter competitive employment following such training; (3) providing clinical training for rehabilitation counselors and other professional rehabilitation personnel; and (4) stimulating the employment of severely disabled and older workers through demonstration techniques.

In order to accomplish these aims, Abilities of Florida is patterned after "Abilities, Inc.," Albertson, New York, in policy and operations since "Abilities, Inc." has demonstrated the feasability of employment of severely disabled and older workers in a competitive industrial environment. Since it was founded in 1952 Abilities has exerted a significant influence on the employment practices with respect to the disabled and older workers in many industrial organizations and special workshops for the disabled, particularly in the northeastern section of the United States. This influence has also spread throughout the United States and the world.

As its contribution to Abilities, Inc. of Florida, the New York organization has provided certain key members from its officers and staff as gratuitous consultants to Abilities, Inc. of Florida. It is emphasized that these individuals have and are serving without compensation.

Many of the policies of Abilities, Inc. of New York have been adopted by the Abilities, Inc. of Florida organization.

These include the following:

A. Emphasis is placed on maintaining a normal competitive industrial environment.

B. Contracts are secured by competitive bids.

C. Prevailing wages are paid.

D. Emphasis is placed on the use of the most modern industrial machines and production techniques.

E. Physical examinations are given to employees after and not before their employment.

F. All available techniques and methods are used to utilize the demonstration aspects of the project.

A variety of factors, including the interest of industry within the area, and the interest of the Florida Division of Vocational Rehabilitation prompted the selection of this facility as the first project to be established following the pattern and experience of Abilities, Inc., Albertson, New York.

BACKGROUND

In 1957 the Florida Industrial Community appealed to Mr. Henry Viscardi, Jr. for advice and assistance in setting up a program for the disabled in the St. Petersburg area. The companies in this area had heard of the work done at Abilities, Inc. of New York and felt that such an exciting program was needed in the Florida area. Industrialists and community leaders from Florida made several visits to New York to tour Abilities and meet with Abilities personnel. As a result of these visits Mr. Viscardi agreed to assist in setting up an Abilities in Florida.

The original plan was to set up a facility that would be primarily devoted to the manufacture of a variety of electronic components, similar in philosophy to Abilities of New York. At this time the economic forecast for the State of Florida and the southeastern United States, in general, was quite favorable.

In September 1959, Abilities of Florida, temporarily rented 5,000 square feet of space in the Milton Roy Plant which is located in an Industrial Park in St. Petersburg, Florida and began operation with eight people. It was felt that by

locating in an Industrial Park, Abilities would benefit by proximity of other companies and auxillary services, until suitable land could be located and plans drawn up for its own building. As Abilities of Florida was getting settled in its rented facility a very well known and highly respected citizen of Pinellas County donated land to the project for its new building.

The Corporation began to collect its resources and prepare itself for the anticipated contracts when both the general region and the entire electronics industry experienced an economic recession dealing a serious blow to Abilities of Florida timetables. New corporations failed to move into the area. Many went out of business. Many of those that were already there changed the nature of their operations from production to engineering and development. This latter type of operation does not lend itself readily to the employment of sub-contractors and thus the recession was felt by Abilities.

Abilities of Florida had completed plans on a larger facility to be built with support of Hill-Burton funds. While this facility, completed in 1960, has provided needed facilities and increased the potential services Abilities could offer the community, at the same time it brought with it increased costs of operation at a time when there was no corresponding increase in negotiated contracts. Economic conditions in the country, in general, and in Florida in particular, contrived to make such a facility not economically feasible at the time, even though there is every indication that such a facility could be profitable — and probably will be profitable in the future. Since it was not possible to depend on electronic manufacturing, it was necessary to find additional operations that would be compatible with the purposes for which Abilities of Florida was established.

The first area of diversification was into the field of direct mail advertising, which supplemented the electronics manufacturing venture. It was expected that this supplementary program would develop to the point where Abilities, Inc. of Florida would not be entirely dependent upon electronics manufacturing.

Late in 1959 a market survey was made to determine the feasibility of diversifying from a strictly electronics operation to the addition of direct mailing advertising services. This survey convinced the Abilities' Board of Directors that they should proceed with the founding of a direct mail service division. This Direct Mail Division has lead us into banks, department stores, commercial establishments and a new board structure. This program has been a most valuable addition to Abilities, Inc. of Florida. The Division has served to diversify the services which can be offered and make the corporation less dependent upon the fortunes of a single aspect of the economy. In addition, it permitted Abilities of Florida to provide employment opportunities for homebound disabled persons for the first time, thus expanding its influence in this area. The growth of this service has accounted for much of the progress directed toward an independent organization and helped significantly to offset the failure of electronic contracts to develop.

In 1964 the Board of Directors saw value in an additional diversification to the printing area. In order to make the Direct Mail Division even more effective and in order to compete more effectively with other Direct Mail firms, it was clear that other services associated with direct mail advertising would have to be made available in a package offer.

Mr. Henry Viscardi, Jr. at this time interested Mr. Saul Lehman in the Abilities project. Mr. Lehman, who is President and Founder of the Georgian Press, Inc. of New York City, one of the largest lithographic firms in the United States, has become an advisor to Abilities of Florida.

There has been steady progress toward an economic "break-even point." Without the support of the Vocational Rehabilitation Administration, for the past six years, Abilities, Inc. of Florida could not have survived this difficult period.

SETTING

Abilities, Inc. of Florida is located in Clearwater which is the county seat of Pinellas County. Pinellas County occupies 264 square miles of Southwestern Florida and has a population of 374,665 people. The primary source of income in the area was the tourist trade, until the late 1950's when many small electronic firms relocated in the Cape Kennedy and surrounding areas in order to service the space center. Other surrounding industrial areas in Tampa and St. Petersburg have such large companies as Sperry Microwave, Honeywell Aero and the Martin Company.

The facility was located at its present address to effectively provide a mid-point, not only for Pinellas County, but also to realize the employment of disabled people from Hillsborough and surrounding counties.

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Chapter II

ORGANIZATION & FUNCTIONS

Involvement of Abilities, Inc., New York

In the early planning stages of this new facility, the consultation services of Abilities, New York, were offered in order to insure the adequate functioning of a competitive industrial environment for physically disabled persons.

The officers, key staff members and consultants of Abilities, New York serve as consultants to Abilities, of Florida without compensation. During the early development years of the Florida operation a member of the New York staff served as plant manager and assisted in recruiting and training a management team. Since that time Abilities of New York has continued to serve as a consultant firm and to assist the Florida management in industrial problems.

Members of the Abilities, New York Board of Directors, have served as consultants for the Florida management offering their knowledge of specialized industrial and commercial areas.

Mr. Henry Viscardi, Jr., the Founder and President of Abilities, New York, has donated his services and knowledge to the Florida Abilities since its inception. Mr. Viscardi, as a member of the Board of Directors has worked closely with other Board members in evolving a philosophy of operation and management. He has contributed many hours to meetings with top management in local industry and brought about a cooperative arrangement with the University of Florida.

A financial officer of Abilities, New York has advised the Florida company on fiscal matters. He supervised the accounting systems and procedures in the selection of candidates for the position of comptroller. In the early years his consultant role necessitated many trips to the Florida concern. He has often been consulted by letter and phone in recent years.

The General Manager of Abilities, New York served as an advisor in the setting up of Abilities, Florida, manufacturing division particularly in the areas of policy, contract administration, production control and scheduling.

Other members of the New York firm were often called upon for information and advice when problems arose concerning their areas of specialization.

These services were crucial to the Florida facility since many organizations of a similar nature floundered in the early years due to the lack of experienced leadership.

BOARD OF DIRECTORS

One of the important aspects regarding the scope of a non-profit community organization and its organizational stability is the Board of Directors and its Advisory Committees. Membership is sufficiently broad to enable the Board to efficiently and effectively carry out its responsibilities and to assure continuing community support. In the development of the Abilities' Board, care was taken to insure local cooperation by the selection of individuals working in the area and representative of the fields of industry, education, medicine and law.

Members and officers of the Board of Directors and Advisory Boards are listed in appendix A. The only paid official of the corporation is the Project Director who is the Vice-President and General Manager. Also involved in the day-to-day operation are several advisory committees made up of specialists who are directly related to the electronic, printing, direct mail, public relations, and financial area which are the main functions of Abilities, Florida.

The functions of the Board of Directors of Abilities, Inc. of Florida are as follows:

1. To determine policy and program.
2. To give sponsorship and prestige to the undertaking.
3. To interpret the program to the public.
4. To set standards.
5. To obtain financial support.
6. To give general direction to the Director.
7. To interpret community attitudes and needs to the organization.

8. To evaluate organization operations.
9. To provide stability and continuity to the program.

MANAGEMENT

The management team of Abilities of Florida is organized along the lines of a competitive industrial or commercial company of comparable size and function. This management structure deviates from the traditional workshop where the Workshop Director assumes many roles. This diminishes his effectiveness as an Industrial Manager. It has been the working philosophy of Abilities, Inc. that a competitive industry for disabled workers requires an industrial management orientation. Therefore, Abilities of Florida supervisory management has line and staff function. A management organizational chart is included in appendix B.

The Vice President and General Manager is responsible for formulating plans and policies, with the approval of the Board of Directors, for the overall Abilities, Inc. of Florida project. As in other small companies, the General Manager is also responsible for personnel policy and procedures.

He works directly with the Florida Division of Vocational Rehabilitation in structuring specific on-the-job training programs, and coordinating the training and employment programs to meet the needs of the individual and the project at Abilities.

He is also responsible for customer contacts, sales, public and general community relations.

He directly supervises the Plant Coordinator, Office Manager, and the Sales Department.

The Office Manager has complete responsibilities for financial, personnel and organizational records pertaining to the company. His staff includes: a bookkeeper, a billing clerk and secretarial personnel.

He prepares the weekly and monthly reports which are used by the General Manager as a guide in projecting work schedules and the overall operation of the project.

The Plant Coordinator is responsible for the work flow of the organization in all three divisions: Electronic, Direct Mail and Printing. He assists each Division Supervisor in setting up methods and developing techniques for training individuals on-the-job, meeting all delivery schedules, and is responsible for production control and liasion on electronic orders and contracts with the major contractors. He also supervises the maintenance of buildings and grounds.

The Sales Staff is responsible for customer sales in the Direct Mail and Printing Divisions. They negotiate new business, and act as account executives with customers who are on a contract basis with the Direct Mail and Printing Divisions.

The Quality Control Supervisor is responsible for in-line and financial inspection and the establishment of quality control procedures in order to meet the military and commercial specifications of all customers. He reports directly to the Plant Coordinator.

The Electronic Division Supervisor is responsible for man-power planning, material control, production efficiency and meeting controlled delivery schedules for his division. He assists in training the disabled individuals undergoing on-the-job training in the Electronic Division.

The Direct Mail Supervisor schedules all work and maintains all paper work relating to customer orders which are handled by this Division. He carries out all necessary research in maintaining and updating clients' lists.

The Printing Division Supervisor schedules and coordinates all work in the Printing Division and assigns specific work daily to each of the employees. He is responsible for customer contacts in coordinating the more complicated details on work being performed in the Printing Division.

FACILITIES

In May 1961, Abilities moved into its own modern, air-conditioned building. The 10,000 square foot facility was financed in part by a grant from the National Institutes of Health under the Hill-Burton Act.

The one-story brick building was designed to house a 100-man operation and is fully modified for the disabled. It is located on a ten-acre tract off Route 19 in Clearwater, Florida.

The adaptations of the building were based predominately on the experiences of Abilities, New York. The parking area, designed for ap-

proximately 50 cars allows ample space between cars for easy access from wheelchairs. The driveway is surfaced so that people using crutches can ambulate with ease.

The building is ground level and entirely without steps. Wheelchairs can move about unimpeded through 36" or wider doorways. All aisles and corridors are wide enough for the passage of wheelchairs. The bathrooms are fully adapted for wheelchairs with larger toilet compartments, safety bars and toilet bowls at various heights.

The building is composed of office and production sections. The general office area is located adjacent to the office of the general manager, office manager, sales and the combined research library-conference room.

The Training and Production sections, in keeping with modern manufacturing concept. is divided into three major components: Electro-mechanical, Direct Mail and Printing. The Printing Division contains special dark room facilities, an art layout room, type setting area, and a bindery. Adjacent to these areas is a shipping and receiving department and adequate material storage areas. A floor plan of the facility is included in Appendix C.

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Chapter III

MANUFACTURING DIVISION

As previously noted, the original concept was to pattern this new operation after Abilities, Inc., New York. Thus, the development of the Manufacturing Division was concieved as being the "backbone" of Abilities Inc. of Florida, manufacturing electronic assemblies, harnesses and cables, precision mechanics and packaging to commercial and military specifications. This was also predicated on the concentration and growth of the electronic manufacturers in the Florida area since it was anticipated that the new space center would bring numerous large manufacturers into the state. This in turn would create new job opportunities for sub-contractors such as Abilities.

A few large companies did move divisions into St. Petersburg and surrounding areas. However, some companies did not relocate and those that had established new facilities gradually began to reduce their personnel, reorient and change the nature of their manufacturing due to the lack of anticipated contracts. Such changes involved an emphasis on engineering research and development programs.

These economic changes resulted in less work opportunities for small sub-contracting organizations such as Abilities. It then became necessary to find other types of work which would be available to the disabled such as Direct Mail and Printing.

However, this did not mean that the Manufacturing Division's capabilities were not developed. While new types of work were being investigated, the management actively sought work in electronics. In addition, the Staff's skills were developed through training programs in material control, inspection, quality control and training techniques. This included the training of key personnel in soldering and assembly techniques at a nearby company.

Abilities is rated as a Class A supplier, despite the lack of work in the area, by many of the contracting companies. This rating was achieved by working closely with the companies in analysis of problem areas to overcome difficulties in quality control, production scheduling and training. A few manufacturers cooperated by close liasion with key personnel to insure a carry over of objectives and philosophy. This factor is extremely important in the developmental years of an organization. It is through the help of dedicated consultants that an organization hiring the disabled can succeed by learning modern industrial procedures and techniques.

Today, this division is equipped to manufacture chassis assemblies, harnesses and cables, precision drilling, and deburring and polishing, to the most rigid military specifications.

To insure a high standard of workmanship, inspection is performed at various stages of fabrication and final inspection is made to determine whether the parts conform to the contractor's specifications and prints. These standards have resulted in numerous citations as a Class A supplier delivering on schedule at a competitive price and high quality work. (See appendix D).

This determination to be competitive also led to reducing the cost of some assemblies through Value Analysis Engineering. As a result, time standards were lower than the contractor and other competitors, without sacrificing quality.

It is true that this took time and effort to achieve and was due to the cooperation of the interested industrial community working with the Abilities management. Most major companies normally assist their sub-contractors through programs in small business operations and Value Analysis.

DIRECT MAIL ADVERTISING AND PRINTING

The Direct Mail Service was begun in June 1959, following a market survey by executives from Creative Mailing Services and Nassau County Mailing Services of Long Island, New York. The Manager of this newly formed division then spent a training period at the New York firms.

These are two important features in the establishment of a workshop for the disabled and the development of a new work area. It should be noted, these aspects were emphasized throughout the training and development of Abilities Inc. of Florida.

Mailing lists for the St. Petersburg area were compiled and Speedomat plates were cut on a sub-contract basis. In November 1959, Abilities purchased Speedomat addressing equipment, a graphotype for embossing the plates and cabinets for storage. Following this purchase of equipment, Abilities began to sell services in Direct Mail Advertising to local retail outlets. This type of "occupant" mail advertising was not familiar to the retailers and the business growth was very slow.

During the second year of operation contracts were negotiated with J. M. Fields and Montgomery Ward which permitted the employment of additional personnel in this division. This second year was successful, due to the large volume of work under the Fields and Ward contracts and other Florida firms. However, in the third year Fields and Ward cutback in Direct Mail Advertising and this severely affected the volume of work. The division continued to grow due to the addition of numerous new accounts, although overall volume did not reach the quantity handled in the second year.

In the third year a Printing Division was added to supplement the direct mailing services and to make it possible for Abilities to offer a complete package of printing and mailing service, contracts requiring a complete package of printing and mailing, were negotiated with several firms including Firestone Tire & Rubber Company of Akron, Ohio, and Maas Brothers of the Allied Chain.

The growth of this division continues at a gradual pace particularly due to competition for advertising dollars with newspapers, radio and television. Prospective customers are also more familiar with these media in the Florida area and are reluctant to try a new approach. Due to this hesitancy on the part of potential customers, a considerable amount of selling is required in obtaining contracts.

At the present time, there are ten full-time employees in the Direct Mailing Division. The disabilities of the employees varies from amputees to congenital mutes, cardiacs, mentally retarded and paraplegics. The disabilities of the individuals are taken into consideration for training for specific tasks.

Work performed in this division includes machine addressing, plate embossing, typewriter addressing, filing, inserting and other operations directly related to preparing mass mailing campaigns.

In the printing division there is a staff of nine full-time employees. The full potential of the combined divisions of printing and direct mailing has not, at this time been realized.

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Chapter IV

PERSONNEL POLICIES AND PRACTICES

The personnel policies of Abilities, Inc. are based on the belief that the employees and management of Abilities, Inc. are bound together by a common interest in the success of Abilities and the ideals for which it stands. The management believes that well-being, opportunity and security for the individual depends on this success which can only be measured by the ability to manufacture a high quality product in a competitive market. To attain and maintain an atmosphere of harmony and cooperation the company strives to achieve the following objectives: 1) To provide stable employment under favorable working conditions for regular,

conscientious and efficient employees without regard to race, creed, age or disability; 2) To aid employees to seek opportunity and advancement by the development of knowledge and increased skills; 3) To be a constructive force in the community and in the nation and to encourage employees to be effective, progressive citizens.

Abilities, Inc., in the belief that a good employee should be compensated with an income commensurate with his or her performance, has established a sound and just wage policy with wage and salary rates comparable to those prevailing in the Clearwater area and Federal and State Labor laws are observed. Employees benefit from a merit review system in which all factors are carefully reviewed periodically. The company also believes in promotion from within the organization.

For all employees the first three months of employment are considered a training and probation period. When this period ends, the length of service is computed from the original starting date.

Since the founding of Abilities, Inc. of Florida, approximately 1,500 to 2,000 applications for employment have been received. Over 600 disabled persons have been on the payroll during a five-year period. This would include full-time, part-time employees, as well as those in on-the-job training.

The employees of Abilities work an eight-hour day between 8:00 a.m. and 4:30 p.m. A half-hour is allowed for lunch and, since no coffee break time is specified, coffee is available at employee work stations. Although Abilities does not have a cafeteria, vending machines are available for the purchase of beverages and desserts. The normal work week consists of five regular days, Monday through Friday.

All employees on an hourly rate are paid for overtime at the rate of one and one-half times their regular base rate for any hours worked in excess of eight hours in one day or forty hours in any one week.

The employees accumulate sick leave which is earned at the rate of two hours for each month of employment. They also receive six paid holidays a year. Vacations are accumulated at the rate of one-half day per month, after the first two months. Beginning the second year of employment, they accrue one day each month up to ten days.

Abilities Inc. of Florida pays one-half the premium for Blue Cross/Blue Shield Hospitalization Insurance carried on the full-time employees. A Life Insurance Plan, fully paid by the Company, covers all full-time employees for $1,000 and key personnel for $3,000.

Although Health and Life Insurance is normally denied the disabled as individuals, they can receive these benefits as a group and therefore are representative of normal insurance statistics.

Most companies require a pre-employment medical examination, usually by their own company physicians, in order to eliminate all those not considered to be good company risks.

Employees at Abilities are hired without a pre-employment examination. They do state what their disability is, but much more important, what their abilities are. Despite these unorthodox standards at the time of hiring, records of productivity and safety compare very favorably with the typical medical examination oriented companies. It should also be noted here that past work experience is not a necessary prerequisite to success. At Abilities, most of the most successful employees have had little or no work experience of any kind, due to a lack of job opportunities for the disabled. There is also no evidence that the complexity of any worker's job needs to be limited by that person's physical disability.

EMPLOYEE CHARACTERISTICS

These facts are not intended to prove that any disabled person can be hired. Abilities has substituted the test of motivation for the physical criteria. At the time of the interview, Abilities, Inc. management tries to find out if the applicant is well motivated: whether he really wants to work. If a person is interested in his job, if he is interested in learning all he can, and if he tries to do a good job, his physical disability is relatively unimportant. Abilities, Inc. of Florida has found that indications of motivation do develop in the interview. One sign of motivation is a positive attitude toward learning a new job or to try a variety of jobs. Another sign is an attitude toward obtaining transportation to work. Since no special transportation

is provided for come applicants, this becomes an immediate obstacle. Those who have strength and determination to find a solution, usually succeed on the job.

In general, there are two indications of poor motivation to work at Abilities: 1) The applicant who mentions obstacles, without trying to figure out how to overcome them; 2) The applicant's attitude toward disability and the disabled (who sees the disabled as different from other people).

The following are some examples of well-motivated individuals: The swithchboard operator at Abilities is a post-polio who ambulates with braces and crutches. Until she came to Abilities she was unable to find steady employment despite her ability to operate a switchboard. Now, working full-time, she is totally self-supporting. The Production Control Manager lost his right leg and left arm in World War II. A father of six children, he found his first steady employment with Abilities after many years of disappointment. These stories not only reflect the need for an Abilities Inc. in Florida, but also the work that must be done to educate the industrial community in the area.

The disabilities of employees at Abilities, Inc. cover a wide range as the list below indicates.

MENTALLY RETARDED
DEAF MUTES
POLIOMYELITIS
CARDIACS
ARRESTED TUBERCULARS
AMPUTEES
SPINAL BIFIDAS
SPINAL FUSIONS
ARTHRITICS
CONGENITAL ANOMALIES
LARYNGECTOMEES
THIRD-DEGREE BURNS ON 75% OF FACE AND BODY
VISUALLY DISABLED
GERIATRICS

The majority of Abilities personnel live within a range of forty miles from the company. They spend an average of 40 to 60 minutes commuting each day. Approximately 75 per cent of the employees have purchased their own cars working at Abilities and those who do not own cars frequently ride to and from work in car pools.

The employees range in age from 22 to several geriatric persons, over 60, who have been unable to find employment due to their age. Several sample case histories are included in Appendix E.

THE HOMEBOUND EMPLOYEE

In recruiting new employees it was found that there were a number of severely disabled people who were homebound and unable to work a full day at the facility due to their physical disability, insurmountable transportation problems or unusual home situations. A built-in solution to this problem became evident in the Direct Mail operation since many other Direct Mail organizations use home workers such as housewives.

The Home Bound Program of Abilities, Inc. of Florida was instituted with the start of the Direct Mail Division in the fall of 1960. The number of participants in this Program has fluctuated from a low of ten to a maximum of thirty-five people at any one time. This Program consists primarily of typing addresses to be used in mail campaigns by various customers. The Program is controlled by the Supervisor of the Direct Mail Division who allocates work for each individual homeworker. Each homeworker is normally allocated approximately 2,000 addresses per each three-day period. They are paid on a piece rate basis, varying from $6.00 to $8.00 per thousand addresses typed. The home bound worker's average wage is approximately $10 to $15 per week. The salary paid is the standard salary for similar work in the Florida area.

The employee must pick up the work to be performed, either personally or by some family relation or friend, and is given a schedule for returning the work to the facilities. Upon completion of the work, it is spot checked at the facilities before being used for any customer of the Abilities Project.

Major uses of the home working program is the typing of mass mailing lists from city directories for mailing campaigns. One example is the fund-raising campaign for the Easter Seal Committee of Pinellas County, Florida, for whom Abilities prepares approximately 150,000 mailings by typing names and addresses in specific locations of the county. Each participant is given a city directory from which the names are typed directly on the fund raising envelope.

When the envelope is returned, it is inserted along with a letter and Easter Seals, in a window envelope for mailing. Other work performed in this program includes filing of 3 x 5 cards, tearing of labels in preparation for mailing campaigns, compiling of mailing lists and some market research work for specific customers.

People with various disabilities participate in this program. One example is a woman who is a quadruplegic and home bound from a gunshot wound. In this case, work is delivered to her home and returned by a neighbor to the facilities. Other employees who have participated in this Program have included double amputees, paraplegics, severe cardiacs, arthritics and geriatrics.

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Chapter V

TRAINING PROGRAMS

The vocational training of disabled persons has been one of the most exciting phases of the project to date. In 1961, a member of the Abilities Inc. of Florida, supervisory staff attended a training program administered by the National Aeronautics & Space Administration. After his certification as an instructor, Abilities, Inc. established a comparable training course in Electronics, Mechanics and Assembly for the disabled in Clearwater. The successful completion of the course work results in certification as a technician by the National Aeronautics and Space Administration. Working in close cooperation with the Florida Division of Vocational Rehabilitation this one training program has led to the development of other on - the - job training programs in clerical positions, electronic and mechanical assembly, Direct Mail Division Clerks and Printing.

All training programs are prepared with the intent of providing training directly applicable to industrial needs. Towards this goal, all course content is reviewed by advisory committees consisting of experts from industry, government and education. As an example, the Electronic Training Course was prepared under the direction of representatives from Sperry Microwave Electronics Company, Honeywell Aero, Martin Orlando, Pinellas County Department of Adult Education, NASA, State Department of Vocational Rehabilitation, The American Society of Training Directors and the Vocational Guidance Committee of Kiiwanis International. The students are all disabled and are screened by a committee of representatives of local industry, the school system and vocational counsellors. (For training curriculum see Appendix F.).

The primary source of trainees is referrals from the local State Vocational Rehabilitation Agencies. A counselor is assigned to Abilities by the St. Petersburg office and is kept fully informed with monthly reports and other necessary information on the performance of their clients in training and progress made after training is complete.

In all training programs, counselors from the State Division of Vocational Rehabilitation provide continuous follow-up of training results and provide medical services and prosthetic equipment as needed.

The electronics training program prepares graduates for work in all phases of soldering, fabricating cables and harnesses, and mechanical assembly pertaining to missiles and ground support equipment on contracts received in this area.

In Direct Mail training students are instructed in the operation of mechanical addressing equipment, inserting equipment, folding equipment, plate embossing, Cheshire labeling, list compilation and other aspects of Direct Mail Advertising.

In the printing area, training is being instituted in letterpress and offset press operations, bindery work, camera and plate making techniques, and art and layout.

The basic goal of training in all areas is to enable individuals to become competent workers in any competitive organization which performs like operations.

The training program is geared to service many types of disability including amputees, paraplegics, cardiacs, deaf mutes, laryngectomees, arthritics, mental and nervous disorders and others. In cases where there are severe disabilities, jigs and fixtures are utilized in the training program, such as a holding device for a hemiplegic or a hand pedal for the paraplegic.

At present Abilities Inc. of Florida employs, on a full-time basis, sixteen former on-the-job trainees. Their disabilities include deafness, amputation, post-polio, severe arthritis and cardiac. An example of the success of these programs was that of five classes in electronic training there were 56 successful graduates. Approximately 75 per cent of the graduates are currently employed in this field, either at Abilities or other plants engaged in similar type contracts. Six of these trainees have been employed at Electronic Communications, Inc., St. Petersburg, for the past four years. One of the trainees has been employed at Trak Microwave, Tampa, for the past two years. The balance have scattered throughout the country and, in most instances, have been successful in applying their training to specific job requirements in the aerospace industry.

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Chapter VI

RELATED ASPECTS OF OPERATION

Since the founding of Abilities, Inc. of Florida, emphasis has been placed on the use of the most modern industrial machinery. This is necessary in order to effectively train personnel and maintain a competitive position in industry. In keeping with this, all equipment purchased is modern and has all the necessary safety features. Wherever possible, the equipment serves more than one function and can perform more than one operation. For a complete list of all equipment refer to Appendix G.

The Electronic Division has sophisticated equipment. The Air-Electric Marking machines are used for hot stamping identifications on har ess and cable wires to military and commercial specifications and are adapted with either hand or foot pedals. Cycloptic microscopes with varying magnifications are utilized in precision deburring for the missile and computer industries. Hand tools include soldering irons, crimping tools, wire strippers and a heavy-duty pneumatic - hydraulic portable crimping machine.

Equipment in Quality Control includes testing equipment found in other plants of Abilities' size as well as time-saving units such as Megohm Meters, which are automatic sequential testers that check circuits and evaluate resistance of complex wiring systems, reducing inspection hours by eighty per cent.

The Printing Division is now utilizing complete quality equipment for all phases. The most comprehensive of these is a two-color press which prints sheets as large as 25 x 38 and is usually only found in medium or large printing companies. Other offset printing and letterpresses handle small work up to 17½ x 22½ sheets. In addition, complete equipment facilities for art layout, illustrations, mechanicals, camera and darkroom plate making are available. Typography equipment is versatile to handle Linotype, Ludlow, Hand Set and Cold Type work.

Some examples of equipment used in the Direct Mail Division are:

Graphotypes which are plate embossing machines with a keyboard similar to that of a manual typewriter and are used for embossing Speedaumat plates.

Two Speedaumat addressing machines are used for making direct impressions from the embossed plates onto mailing pieces. These machines are also used for imprinting labels which are then applied to the mailing piece, either manually or by high - speed Cheshire labeling equipment which only Abilities has. Abilities maintains on Speedaumat plates, a list of approximately 800,000 addresses in the State of Florida on "occupant" basis plus various customers' lists which are mailed periodically during the year.

The Elliott Stencil cutters are typewriters with special carriages which permit the cutting of Elliott stencils to be used with Elliott addressing equipment.

The Elliott addressing equipment (1 manual) (1 automatic) is used for those lists maintained for customers on the Elliott system. A hand machine is used for small volume production and the automatic for production in larger volume. A Phillipsburg four-station inserter is used for inserting up to four pieces in business envelopes up to size number 10. Primary purpose of the Phillipsburg inserter is to collate up to four insertions on Direct Mail campaigns of 5,000 or more pieces.

The Cheshire Labeling Machine is a highly technical piece of equipment used for applying dick strip and cut labels prepared at Abilities, or labels which are imprinted from an IBM computer and then cut and fed through this equipment to be applied to mailing pieces. This is the only piece of equipment of this type on the West Coast of Florida and has made it possible for Abilities to attract many new customers because of the efficiency and competitive pricing factor possible with this equipment. It is identical to that used by the major publishers. Its production capabilities range from 7,000 to 15,000 pieces per hour.

A Pitney Bowes imprinting machine is used for imprinting of postage and indicia on mailing pieces after they have been addressed. The one Abilities has is Model 4300 which is used by most of the major mailing houses having high-speed imprinting of postage and indicias.

The newsprint tabloid folder is used for quarter folding of tabloids received from other newspaper printers prior to labeling and mailing. This equipment was purchased from the manufacturer and requires manual operation to load, then with a specially designed wooden precision pusher, forces the tabloid through the rollers, similar to the old fashioned washing machine type roller laid on its side, to quarter fold the tabloid. Abilities designed and had manufactured a special spring loaded piston which is adapted to the tabloid folder which automates the feeding of the tabloids through the rollers and increases the production from 5,000 per hour to approximately 8,000 to 10,000 pieces per hour.

Since the adaptation of the piston to the tabloid holder, the manufacturer has started to add a more refined type piston to all his tabloid type folders.

The two Friden Flexowriters are automatic typewriters used for the preparation of automatically typed letters. With a standard keyboard, the operator punches a master tape with all the information to be included in the letter, on the same typewriter which will then receive the tape and automatically type letters.

SAFETY

Abilities, Inc. considers safety to be of primary importance. Through continuous effort, Abilities attempts to eliminate hazards in the plant and in machines or materials by providing the best mechanical or electrical guards available and the best protective equipment. Employees are required to make full use of this equipment and work safely at all times. Abilities, Inc. believes that efficiency and safety go hand in hand.

The plant is laid out with wide aisles and adequate space between machines in keeping with good safety procedures. Safety records are kept and reviewed periodically in order to ascertain safety problem areas and rectify the problems. Safety precautions are continuously reviewed by supervisory staff and employees.

Because of this emphasis on safety, Abilities of Florida has been able to maintain a superior safety record, proving again that handicapped workers tend to have better safety records than non-handicapped workers. This safety record is reflected also in the low insurance rate paid by Abilities as compared to premiums paid by similar companies employing mainly non-disabled employees. Specifically, Abilities of Florida receives an experience modification of .68 on Workmens' Compensation premium. Another example of its safety record was a citation from the Florida Industrial Commission for continuous operation without a disabling injury for 69,680 man hours. (See Appendix H).

ATTENDANCE AND TARDINESS

Abilities of Florida has found that handicapped workers generally maintain superior attendance and tardiness records to those prevailing in industry. These records can be traced back to the motivation factor. The employee who wants to work, enjoys working and who is interested in his job will come to work on days when the less interested employee would stay home.

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Chapter VII

COMMUNITY RELATIONS

The presence of Abilities in the Southeastern part of the United States has made industry in this area aware of the disabled population and the employment potentials existent in this group. Abilities Inc., through its sales force, publicity,

public speaking engagements, seminars and tours has made great inroads in changing the previously fixed attitude towards the disabled in the area.

Abilities, Inc. of Florida has maintained a close relationship with the J. Hillis Miller Health Center of the University of Florida. All graduate students in rehabilitation visit the facility and seminars are arranged for the students at regular intervals throughout the term. Thus, Abilities provides a living laboratory of disabled persons where students in rehabilitation can see and learn first hand about the disabled on the job.

DEMONSTRATION AND EDUCATION

Working closely with civic associations, professional groups, industrial and educational organizations, seminars are arranged and held at the plant in order to interest them in the work being done at Abilities and to stimulate an interest in hiring the disabled person. Among the professional groups which have held seminars at Abilities are D.V.R. counsellors, V. A. Hospital Trainees, and professional and recruitment officers from local industry. In the six-year history of Abilities over 1,900 persons have attended seminars, lectures and tours at Abilities, Inc. of Florida.

The story of Abilities Inc. of Florida has appeared in many newspapers and journals including the Clearwater Sun, St. Petersburg Times, St. Petersburg Independent, "La Gaceta", The Suncoast Advertising Club News, The Tampa Tribune, The Orlando Star, The Florida Rehabilitation Newsletter, and the Florida Printing Monthly.

Realizing the lack of research material in rehabilitation in the area, Abilities Inc. of Florida appealed to local people for funds to begin a rehabilitation research library at Abilities. This library is now available to all interested professional and lay persons in the area. Although the collection is small, plans call for adding volumes periodically. It is hoped that the library will also assist in developing research potentials within the setting.

The management and Members of the Board of Directors are frequently called upon to tell the Abilities story to local organizations. A partial list of these groups include: The Kiwanis Clubs of Clearwater and St. Petersburg, Florida; the Optimists Clubs of Orlando and Tampa, Florida; the Safety Harbor Spa, Safety Harbor, Florida; the Suncoast Advertising Club, St. Petersburg; the 4th District Advertising Federation of America; the Sales and Marketing Executives Club, St. Petersburg; and Management associations such as Minneapolis Honeywell and Martin Marrietta.

This public education program is aimed at making the population aware of the disabled and the basic philosophy of Abilities, Inc. of Florida.

VALUE TO THE COMMUNITY

The Abilities practice of providing employment opportunities for the disabled not only permits the disabled to take their rightful place in society as independent individuals able to support themselves, but also results in a return to the community. As working members of society, they are not recipients of public support and are contributing to the economy of the area.

Contributions to the economy by Abilities Inc. of Florida and services produced, salaries and wages earned, taxes paid, insurance, seminars, research, and people educated, plus the savings to the State because of their employment, amounted to approximately $250,000 as of September 30, 1960. Total contributions to the economy for the year ending September 30, 1965 increased and reached $750,000 total, three times greater than the initial year in operation.

Since the period of June, 1960 through February 1966, there have been a total of 207 people receiving services at Abilities, Inc. Of this total of 207 people receiving services, 72 per cent (or 158) of these have been clients of State Vocational Rehabilitation Agencies.

Of the 207 people receiving services 66.6 per cent (or 138) have been vocationally rehabilitated under the program since its inception. Others were referred to sheltered workshops and other agencies for further rehabilitation.

Of the 138 people who have been vocationally rehabilitated under the program, 86.8 per cent (or 120) have been clients of the State Vocational Rehabilitation Agencies.

Chapter VIII

SUMMARY AND IMPLICATIONS

The original objective of the Abilities of Florida Project was to develop a center for the employment of the severely disabled and geriatric workers in a competitive industrial environment. This has been done very successfully. Persons previously considered unemployable by the local industrial community have proven to be successful and productive employees at the Florida project. Abilities Inc. of Florida has provided training opportunities not only for the disabled and aged, but has also served as a training situation for local institutions of higher learning in the rehabilitation field. Other industries in the Florida area have been stimulated to hire the disabled and aged after their first-hand knowledge gained from the Abilities operation, either through visits to the plant or from speeches made by the management team. Therefore, based on the original purpose of the project, it has been a successful and productive operation.

One factor in its success has been the planned utilization of industrial leaders on the Board of Directors. The industrial leaders are of particular importance. By gaining their interest in the severely disabled and aged, opportunities are provided to enhance one project. The Abilities Inc. of Florida Board Members have donated many valuable consultant hours in their respective specialties. As successful leaders, they bring to an organization such as Abilities Inc. a competitive spirit not generally found in the typical workshop situation. These industrialists are also cognizant of modern production equipment, methods and procedures. In their role as Board Members, they tend to insist on keeping up with other competitive companies which also differs from many workshops for the disabled.

Abilities Inc. of Florida, in order to compete in the industrial market for contracts, has continuously relied on the opinion of experts in the areas of production and related operations. These experts, either from Abilities Inc. of New York, or other industries, have assisted greatly during the developmental period. This advice during the severe economic depression in the Florida area was responsible for Abilities very existence today. For example, the advice to diversity saved Abilities when similar industries were unable to remain in business.

It should be emphasized that geographical areas of the country differ in their economic and industrial makeup. Abilities Inc. of Florida was originally set up as an exact replica of Abilities of New York. At the time, this seemed to be ideal, since the New York facility was extremely successful in the field of electronics and local industry was emphasizing this field in the Florida area. It cannot be too strongly stressed to workshops and others who wish to follow "Abilities' Philosophy" that they gear their plans to geographic and economic conditions in their setting. The important fact is that good industrial procedures and practices are adaptable to any product.

The "Abilities Philosophy" stresses the need to maintain an industrial environment and industrial standards. Abilities is job oriented since its primary reason for existence is to employ the disabled and not to medically rehabilitate. Therefore, no therapy or treatment is given employees during working hours. Employees are expected to work a standard industrial day and to produce products competitive with similar industries. Modern training methods are utilized to assist the workers in industrial operations. As in other companies, safety is emphasized both during training and on the job. An Abilities employee is expected to follow standard operating procedures set up by the management team.

Because of this emphasis on industrial standards and procedures Abilities, therefore, pays its employees prevailing wages and employees receive benefits standard in industry. The motto, "A fair day's pay for a fair day's work" is adhered to at Abilities.

Abilities Inc. of Florida has been in existence since 1959. It has survived despite conditions that would have eliminated companies with large money behind them and employ only the able-bodied. Abilities has attempted to provide jobs for the disabled and geriatric individuals in the community. It has proved training for the disabled as well as students in the field of rehabilitation. Concurrently, it has attempted to reeducate a community so that new opportunities could be opened for the disabled. Although these goals cannot be fully accomplished in seven years, Abilities Inc. of Florida is continuing to work towards a better future for the disabled in Florida.

APPENDIX EXHIBITS

A. Board of Directors
   1. Officers
   2. Executive Board
   3. General Board
   4. Advisory Board of Directors
   5. Advisory Committee

B. Management Organization Chart

C. Floor Plan

D. Quality Citation

E. Selected Case Histories

F. Training Programs

G. Equipment List

H. Safety Commendations

APPENDIX A.

ABILITIES, INC. OF FLORIDA
BOARD OF DIRECTORS

OFFICERS

James Barnitz, Pres. — The Martin Co.

Marvin Winter, Vice Pres. & Treas. — Honeywell, Inc., Tampa Div.

Lloyd M. Phillips, Vice Pres. & Gen. Counsel — Phillips, McFarland, Routh & Gould

Thomas McLean, Vice Pres. & Secy. — First Federal Savings & Loan Assoc.

George Locascio, Vice Pres. & Gen. Mgr. — Abilities, Inc. of Florida

EXECUTIVE COMMITTEE

Henry Toland, Chairman — Exchange National Bank

James Barnitz — Lloyd Phillips

Marvin Winter — Thomas McLean

J. Shirley Gracy — Henry Viscardi, Jr.

George Locascio

MEMBERS OF GENERAL BOARD OF DIRECTORS

Henry Viscardi, Jr. Chairman	Abilities, Inc. - President Albertson, L.I., N. Y.
Henry Toland	Vice President Exchange National Bank Tampa, Florida
Marvin Winter	Honeywell, Inc. Tampa Div.
James Barnitz	The Martin Co. Orlando, Fla.
Lloyd M. Phillips	Phillips, McFarland, Routh & Gould Clearwater, Fla.
Shirley Gracy	Vice President Florida Power Corp. St. Petersburg, Fla.
John Leutwiler	Division Manager Sperry Microwave Co. Clearwater, Fla.
Dean Darrel Mase	The J. Hillis Miller Health Center University of Florida Gainesville, Fla.
Maxwell Sackheim	President Maxwell Sackheim Advertising Clearwater, Fla.
Sallie Weir	Largo, Fla.
Thomas McLean	Vice President & Secretary First Federal Savings & Loan Assn. St. Petersburg, Fla.
George Locascio	Abilities, Inc. of Florida Vice President & General Manager
Dr. William E. Kilgore	Medical Doctor Clearwater, Fla.

MEMBERS OF ADVISORY BOARD OF DIRECTORS

Louis Benito	President Louis Benito Advertising Tampa, Fla.
Bernard Fixler	President Creative Mailing Service Garden City, N. Y.
E. U. DaParma	President Sperry Rand Corp., Remington Office Equipment Division New York, N. Y.
Saul Lehman	Chairman of the Board The Georgian Press New York, N. Y.

ADVISORY COMMITTEES

ELECTRONICS

James Barnitz, Chairman
John Leutwiler

DIRECT MAIL ADVERTISING

Louis Benito, Chairman
Bernard Fixler
Maxwell Sackheim

PRINTING

Thomas McLean, Chairman
Saul Lehman

OVR-DVR-MEDICAL

Dean Darrel Mase, Chairman
Dr. William Kilgore

FINANCIAL

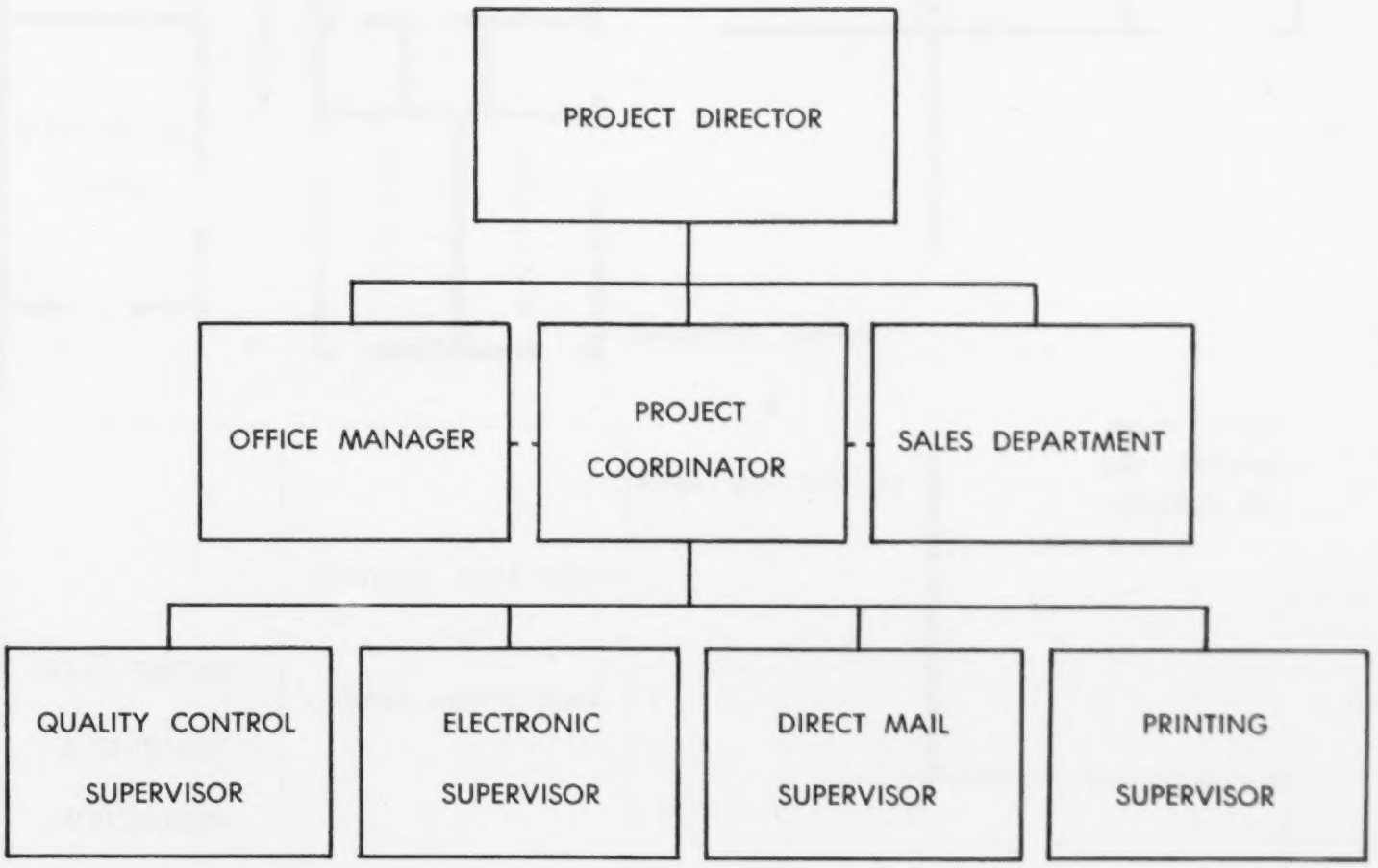
Marvin Winter, Chairman
Thomas McLean
Henry Toland

PUBLIC RELATIONS

Shirley Gracy
Thomas McLean

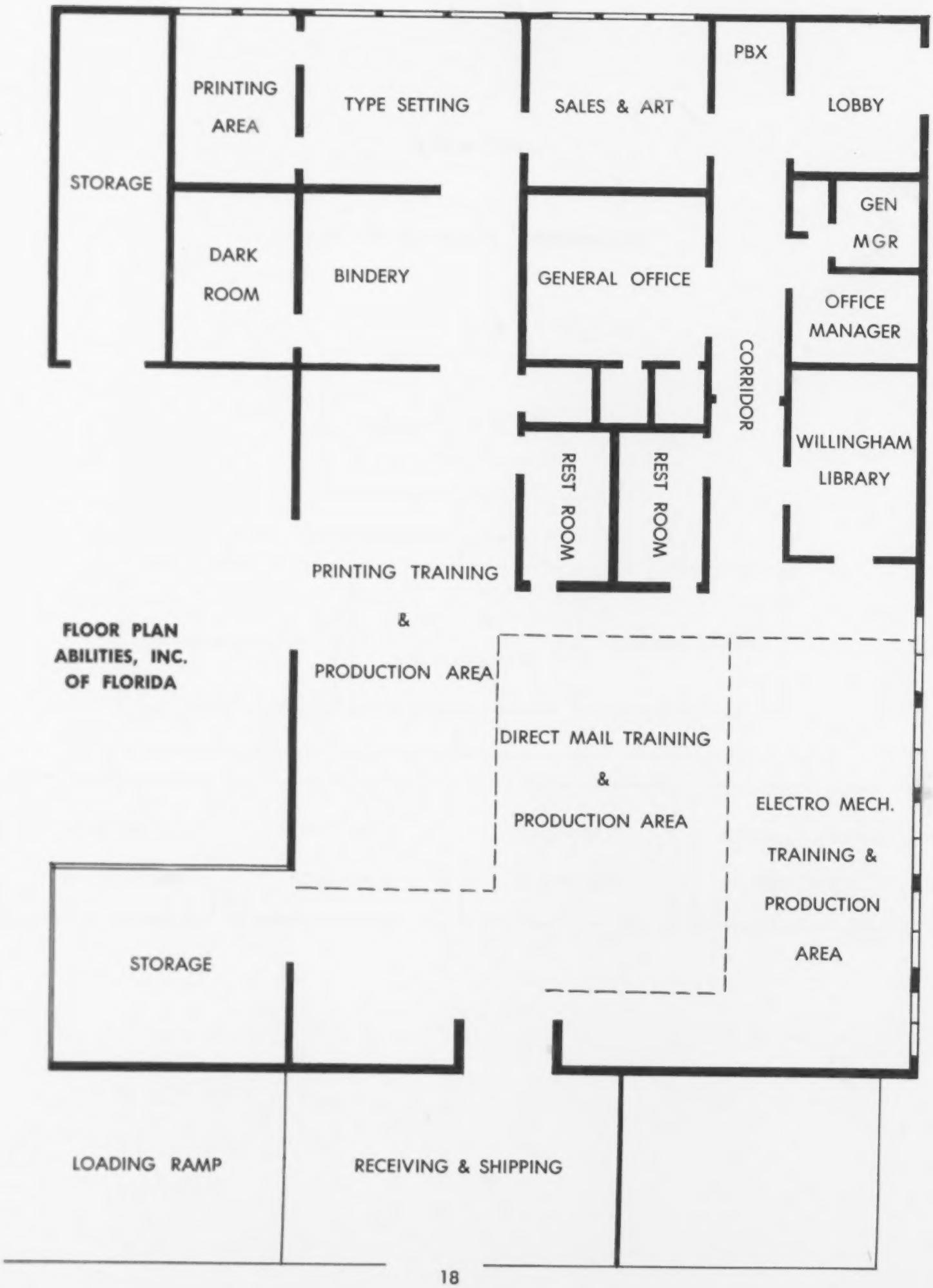
APPENDIX B.

MANAGEMENT ORGANIZATION CHART



APPENDIX C.

FLOOR PLAN



FLOOR PLAN
ABILITIES, INC.
OF FLORIDA

APPENDIX D.
QUALITY CITATION

NEWS FROM
MARTIN
ORLANDO

FOR RELEASE
AM's Monday
February 10, 1964

E. J. COTTRELL • DIRECTOR, PUBLIC RELATIONS • OFFICE, 855-6100 • HOME, Midway 4-3446

FIRM EMPLOYING ONLY PHISICALLY HANDICAPPED WORKERS
WINS AWARD FOR HIGH QUALITY DEFENSE WORK

Orlando, Florida, February 9....the Orlando Division of Martin Company today announced the presentation of a special Zero Defects Quality Award to four firms who supplied the company with defect-free missile components during the month of December. One of the awards went to Abilities Incorporated of Florida, a small firm which employs only handicapped workers.

According to Martin Company officials, standards for the quality awards were set so high that only four firms qualified out of a total of more than four thousand subcontractors and suppliers who did business with the company during the last month of 1963. Abilities Incorporated earned one of the awards by furnishing Martin more than 8000 resonators for use in the Bullpup missile without a single unit being rejected by Martin's quality inspectors.

In commenting on the award to Abilities Incorporated, G. T. Willey, Vice President and General Manager of Martin's Orlando Division said, "Abilities Incorporated has been supplying high-quality parts and subassemblies to Martin for more than four years. It is particularly gratifying to us that this unique firm has justified our faith in it by being among the first four companies to receive our quality award for defect-free work."

Other firms receiving awards from Martin for the month of December were: the Burndy Corporation of Norwalk, Connecticut, for supplying more than 16,000 electrical connectors for Martin's Pershing missile system without a single rejection; Courter Products of Boyne City, Michigan, who

-more-

supply the gyroscopes for Martin's highly accurate Bullpup air-to-surface missile; and Vitramon Corporation of Bridgeport, Connecticut, who supplied 161,000 defect-free capacitors during the month.

Abilities Incorporated of Florida, located in Clearwater, Florida, is a branch plant of Abilities Incorporated of New York City. It employs 22 workers, all of whom are physically handicapped, and specializes in small electronic subassemblies. The six workers who produce the resonators furnished to Martin include two who have lost limbs through amputation, a cardiac case, an arrested TB case, a man with a congenital back deformity, and a woman born with no fingers below the first knuckle.

Martin's monthly quality awards to suppliers were established as a part of its Zero Defects Program, inaugurated in July of 1962. Now widely copied throughout the aerospace industry, and adopted by many military agencies, the program seeks to reduce the high costs incurred in part rejection and rework by emphasizing a "do it right the first time" psychology among employees.

Release No. 733 2464

APPENDIX E.

SELECTED CASE HISTORIES OF EMPLOYEES

CASE 1

■ G. L. is Vice President, General Manager, and Project Director of Abilities, Inc. He enlisted in the U. S. Navy February 15, 1944 and served with the P. T. Squadron in the South Pacific. At the age of 19, while operating in the South China Sea, he contacted polio, and from residuals, has paralysis of both lower extremities. He wears long leg braces and uses Everett Canes to ambulate. His outside affiliations include: President of the St. Petersburg Advertising Club, Advertising Federation of America; Chairman Job Placement Committee, 4th district, Member Board of Directors, 4th District, St. Petersburg Chamber of Commerce; Former Chairman Truth and Ethics of Advertising Committee, Better Business Division, Clearwater Chamber of Commerce, Committee of 100 of Pinellas County, Sales and Marketing Executive Club, St. Petersburg, Florida Defense Space Industries Association (Publicity Committee), Direct Mail Advertising Association (Member Legislative Committee); Mail Advertising Service Association; Airplane Owners and Pilots Association (holds private pilot's license) Disabled American Veterans Association (life membership); Veterans of Foreign Wars.

CASE 2

■ M. W. is 34 years of age. He contacted polio in 1946 at the age of 14, and from residuals has paralysis in both lower extremities. He uses long leg braces and is mobile with the aid of crutches and a wheelchair. He started to work as a salesman in the Abilities Direct Mail Division December, 1961. Later when the Printing Division was added to the Abilities operation, printing services were also incorporated in his sales program. In November, 1965, he was promoted to Assistant Sales Manager.

CASE 3

■ W. S. is 52 years of age. His handicap stems from a congenital defect, resulting in spastic paralysis of both legs. He walks with legs bent at the knees and with considerable effort. He underwent major surgery many times, the first at the age of three, in an effort to improve his condition. When Abilities, Inc. of Florida opened its doors in September, 1959, as a referral of the Department of Vocational Rehabilitation at the time he was interviewed for employment. He reported for work on October 13, 1959. He has been a conscientious and dependable employee of Abilities ever since. W. S. is our Quality Control Supervisor with two inspectors working under his supervision. He is doing an excellent job primarily in the Electronic Division where cable and harness assembly is being done for prime contractors in the aerospace industry.

CASE 4

■ J. S. is 61 years of age. His condition was diagnosed as general progressive arthritis, osteo and rheumatoid, which continued to spread to other parts of his body. He walks with the aid of crutches. He started working at Abilities in the Electronic Division where he received on-the-job training in soldering. For the past two years, he has been assigned to our Quality Control Section of the Electronic Division. His assignment is testing and inspection of electronic assemblies for our aerospace customers.

CASE 5

■ S. J. was born May 15, 1944. When he was six months old he had the measles. It was discovered when he was a year old, that as a result of the measles, he was deaf. At the age of six years, he enrolled in the Florida School for the Deaf and Blind in St. Augustine. As his education progressed, he chose the field of printing for his advanced training at the school, he began this training at the age of 13. He then joined the Printing Division of Abilities, Inc. of Florida in October, 1964. He has done an outstanding job in our offset printing section. His wife lost her hearing as a result of a whooping cough infection during infancy.

CASE 6

■ F. G. is 62 years of age. He came to Florida 17 years ago from West Bridgewater, Massachusetts. His left leg is amputated just below the hip. When he was 9 years of age, he stepped on a nail which punctured his heel, due to gangrene, his leg was amputated. He walks with the use of one crutch. When he learned that Abilities was setting up a facility for the training and employment of handicapped people, he went to the Department of Vocational Rehabilitation and registered as a client, and they referred him to Abilities. He started to work at Abilities on September 26, 1960, and since that time has been in our Electronic Division.

CASE 7

■ D. W. is now 56 years of age. She is practically a native Floridian, having come here 29 years ago. She suffered from polio at the age of 13 months, resulting in paralysis of her left hip and leg. She never walked with crutches, but with the aid of her hand placed just above the knee, holding it firmly in a locked position. She walked in a bent-over position of approximately 60 degrees. When she read in the paper in 1959 that Abilities, Inc. of Florida was being established for the purpose of training and employing handicapped persons, she immediately applied for a job. She was among the first employees, having started in the Electronic Division. When the Direct Mail Division was added five and a half years ago, she transferred to that phase of our program. She performs practically every operation in our Direct Mail Division.

CASE 8

■ J. F. is now 25 years of age. At the age of 20, while he was employed by the Wheaton Water Company in Wheaton, Illinois, at a wage of $150 to $200 a week, a ditch excavation in which he was working caved in on him. His back was broken - he had a complete cord transsection with total paralysis and total sensory loss of both lower extremities. He is confined to a wheelchair and is medically defined as a semi-ambulatory paraplegic. Prior to this accident, this employee was blinded in his right eye while practice shooting at a gravel pit. Either a bullet ricocheted or a piece of gravel was forced by the bullet into his eye. He started work at Abilities on January 27, 1966 just prior to completion of a bookkeeping course at Bixby Business College, and attended night classes there to complete his training. He has done an excellent job in handling billing, time-keeping, payroll, job cost distribution, and other bookkeeping related assignments.

CASE 9

■ L. A. came to work for Abilities Inc. of Florida in January of 1962. In 1948, when a Santa Claus costume that he was wearing caught fire, he suffered second and third degree burns over 76 per cent of his body. He has residuals of burns which cause contracture of both hands, little finger, and half of the index finger of the right hand are missing. He now is employed in our Direct Mail Division. He has just completed a training program at the Cheshire Labeling Machine Factory, so he might have a better understanding of the mechanical operations of the equipment.

APPENDIX F.

ABILITIES INC. OF FLORIDA
ON-THE-JOB TRAINING PROGRAMS

CATEGORY — OFFICE PERSONNEL

1ST MONTH

1. Secretarial Correspondence
2. Costing of Job Tickets - Printing and Direct Mail Divisions
3. Invoicing for Printing, Direct Mail and Electronics Divisions (Clerical)

2ND MONTH

1. Purchasing - Electronics, Printing, Direct Mail Divisions (Clerical)
2. Accounts Payable (Clerical)
3. Filing

3RD MONTH

1. Payroll
2. Bookkeeping
3. Accounts Receivable - Subsidiary Ledger

CATEGORY — ELECTRONIC & MECHANICAL ASSEMBLY

1ST MONTH

1. Learning Basic Quality and Technical Specifications
2. Electrical Assembly - Instruments, connections
3. Mechanical Assembly - Plates, sockets
4. Use and Operation of Tools - hand
5. Safety and Cleanliness

2ND MONTH

1. Soldering - perfo mance and problems
2. Learning Complex Quality and Technical Specifications
    1. Military regulations
3. Operation of More Complex Technical Tools
4. Soldering, assembling, lacing of precisior electrical components to specification.

3RD MONTH

1. Reading: Blueprints, schematics - various types
2. Application of more Technical knowledge
3. Inspection and Quality Control.

CATEGORY —

DIRECT MAIL DIVISION — CLERKS

1ST MONTH

A. Flapping
B. Collating
C. Inserting
D. Sealing and Metering
E. Facing, Tying and Bundling

2ND MONTH

A. List Compilation
B. Scheme Distribution
C. Alpha-Geo. Filing
D. Proof Reading
E. Typing

3RD MONTH (Mechanical Equipment) and MAINTENANCE

A. Hand Fed Equipment
B. Automatic Addressing
C. Grapho Type Embossing
D. Delivery and Pick Up

CATEGORY —

DIRECT MAIL — CONSULTANT

1ST MONTH

1. Post Office Regulations
2. Scheme Distributions
3. Printing Specifications
4. Public Relations

2ND MONTH

1. Shipping and Receiving Requirements
2. List Compilations
3. Mechanical Addressing
4. Production Scheduling

3RD MONTH

1. Sales Negotiations
2. Pricing
3. Selection - Potential Customers
4. Sales Promotions

CATEGORY —

PRINTING DIVISION

6 MONTHS

1ST MONTH

Set and lock up hand type for letterpress
Set up of locked up type on press
Linotype and Ludlow

2ND MONTH

Operating 12 x 18 Chandler and Price (Hand Press)
Operating 12 x 18 Kluge Automatic Press
Set up of Model 36 Miehle Verticle Letterpress
Linotype and Ludlow

3RD MONTH

Layout of Copy for Offset Printing
Preparing Copy for Camera
Linotype and Ludlow

4TH MONTH

Operation of 20 x 24 Verticle Camera
Developing Negatives
Preparing Negatives for Plate Making
Linotype and Ludlow

5TH MONTH

Making Offset Plates from Negatives
Preparing Plates for Press
Familiarization with Davidson 500 Press
Familiarization with A.T.F. "22" Press
Linotype and Ludlow

6TH MONTH

Bindery:
Operation 37" Power Paper Cutter
Familiarization with 19 x 24 Baumfolder
Stitching with Power Equipment
Packaging for Delivery
Linotype and Ludlow

APPENDIX G.

MACHINERY & EQUIPMENT

DIRECT MAIL DIVISION

Lyon Steel Locker Cabinets
Doughboy
Addressograph-Model No. 2065 (2) Units 78619
Drawer Cabinets with Trays
No. 4 Wing Mailer and String Arm
Addressograph - Model No. 2605 & 786955
Graphotype No. 6340 & 786824
Label Cutter
Toro Pony Tractor Mower
Bunn Typing Machines No. 35958 and Addition
6' Step Ladder
Chamois Moistener 100 Tray Cabinet
Plate Cutter Machine No. 11097524
Pitney Bowes Mailing Machine
Lyon Shelving
Bay Stock Cart
Elliott Cabinet
Speedomat Cabinets
Lumber and Casters for Carts
Folding Machine and Air Cylinder
Extinguishers
Strip Lister
15' Conveyor Belt
Inserting Machines
Knotter
Masonite and Plywood Tables
Mail Cabinets
Hand Trucks
Clark Lift No. C20B-500-532-1262
I.B.M. Typewriter
Loading Ramp
Cheshire ⅛" Hole Punch Service
Pitney Bowes Printing and Counting Head
IBM Electric Typewriter No. 1654331
Elliott Double Chamois Moistener
22 Position Hand Selector Punch
IBM Stencil Cutter and Attachments
Elliott 14 Section Filing Case
Speedomat Trays and Clips
Stencil Cutter Stand
Masonite Tables
Elliott Stencil Cutter
Chamois Moistener
Typewriter
No. 810 Trene Scale
Bostitch Stapler
Machine Carts
Conveyor Stacker
Traveling Rack
Shuttle Feed Unit
Card Cabinet
Rack Truck
Model C Cheshire R4600 Head, R4700 Head
12' Conveyor and Head Stand
Racks

ELECTRONICS

Band Saw
Claus Scales
Z-Luxe Lamps
Bench Grinder
Screegun
Sealant Gun
Thermo Stripper
Triple Ratio Double Beam Counting Scale
Crimping Tools
Three-Headed Drill Press
Rectangular and Radius Notcher
Wire Strippers
No. 3 Foredom Motor and Check
Green Plastic Boxes
Wire Marking Equipment
Model No. 500-A Thermo Guns
Hy-Vac Pumps
Bench Tools
Lyons Shelving and Racks
Ideal Power Unit
Dyna Crimp-Head-Dies and Tool
Dies
Model 56 MV Microscopes
Model 359 Illuminators
Hamilton Drill Press
Pin Motors
Wire Shear and Stripper
No. 2 Greenard Presses
South Bend Bench Lathe
Microscopes - Cychoptes Illum
8' Work Benches
Tool Holders
Metal Stools
Drafting Table
Hand Lever
Lockers
Holding Racks
Megon Meters
Welders and Accessories
PC Boards

Ultrasonic Cleaner
Lyons Shelving and Rack Ends
Model 404 Hi Pot Gun
No. 10574 Bench Transformers
Mounted Drill Jig
Tape Machine
Meal BMB Sander
Magnified Circle Light
¼ H.P. Split Phase Motor
R.P.H. Rotissibid Oven
No. 4 3540 Ancinco Oven
Used Delta 6" x 48" Abrasive

PRINTING

Printing Tables
Baum Folder No. 3219256
H.V. Arc Plate Burner
A.T.F. Chief 22 Offset Press DE No. 4201
LT42F 3040 Floor Model Light Table
Kenrow 24" Camera 03-24106229
Miehle Vertical Press No. V-4380
Type Cases, Cabinets and Type
Furniture Cabinets and Furniture
Proof Press and Stand
Linotype Sorts Cabinet
C & G Metal Saw
Mitre Machine
Slug Cutter
Paper Drill
8" x 12" Open Press
12" x 18" Open Press
Make-up Banks
Galley Cabinets
Model 500A Davidson Offset Press
Printers Imposing Surface 27 x 39 Table
Claus Lab Scale and Weights
Cooling Equipment - Photo Lab
Machine Guards
Casco Binder and Base
Casco Tipping Machine and Needles
Type and Equipment
Model 370 E Challenge Cutter
Type and Furniture
Model 8 Linotype Machine
10 Magazines Linotype Matrices
Linotype Metal
Morrison Saw
Vandercook Proof Press 25" x 34"
Ludlow Sticks
Ludlow Cabinets
Fonts Ludlow Matrices
Margach Feeder
10 x 16 Galleys & Cabinet
Galley Cabinets
Ludlow Typograph Machine
250 lb. Cap. Melting Furnace and Gas Burner
Model A Champion ¼" Book Stitcher
Hi-Speed Quoins 2" - 3" - 6" - 7½"
Offset Spray Units
Cabinets and Bindery Trucks
Sorts 10 pt. Kentonian
Numbering Machines
Type and Fixtures
90 Channel Magazines
T-204 Gripper Bar Assembly
Linotype Space Bands
Hamilton 7C-4-704 Adj. L & S Case
Ash Storage Cabinets
Draw Steel Matrix Cabinets
Roman Self Quadding Sticks
Type
Ingot Molds
Parts for Vandercook Proof Press
10 x 16 Black Beauty Galleys
Numbering Machines
Composing Room Equipment
Model SL20-42
Steel Work Top and Space Rack
Model J2 Syntron Jogger
Miehle 25 x 38 2 Color Offset Press
Miscellaneous Printing Equipment

APPENDIX H.

SAFETY COMMENDATIONS

YOUR Independent Insurance AGENT "SERVES YOU FIRST"

earle w. day & associates
INSURANCE
2828 CENTRAL AVENUE - P.O. BOX 13486
ST. PETERSBURG, FLORIDA 33733

October 25, 1965

Mr. George E. Locascio, Vice President
Abilities, Inc. of Florida
2735 Whitney Road
Clearwater, Florida

Re: Insurance Program

Dear Mr. Locascio:

This letter is to let you know how much we and the Insurance Company of North America appreciate your business.

You should feel especially proud of your fine employee safety record. Because of this record, you are receiving an experience modification of .68 on your Workmen's Compensation premium. This is one of the lowest modifications I have ever seen and, of course, it means premium dollars saved to Abilities, Inc. The Insurance Company of North America and my agency will continue to work with you in the future, as we have in past years, to help maintain this good experience.

Once again you have proven your slogan: "It's ability, not disability, that counts." Congratulations on being one of our most outstanding accounts.

Sincerely yours,

EARLE W. DAY & ASSOC.

John R. Funk

John R. Funk
Vice President

JRF:lmc

telephone 894-4113

APPENDIX H.

SAFETY COMMENDATIONS

Florida Industrial Commission

Department of Industrial Safety

Commends

ABILITIES INC. OF FLORIDA

for

Continuous operation without a disabling injury for 69,680 manhours

from Jan. 1, 1963 to Dec. 31, 1963

Bruce C. Lamb

Chief of Industrial Safety